

**Annual 47 C.F.R. § 64.2009(e) CPNI Certification**

**EB Docket No. 06-36**

Annual 64.2009(e) CPNI Certification for: 2007

Date Filed: February 28, 2008

Name of Company: NPG Digital Phone, Inc.

Form 499 filer ID: 826069

Name of Signatory: Lyle E. Leimkuhler


Title of Signatory: Secretary

I, Lyle E. Leimkuhler, certify that I am an officer of the company named above, and acting as agent of the company, that I have personal knowledge that the company has established operating procedures that are adequate to insure compliance with the Federal Communications Commission's CPNI rules. See 47 C.F.R. § 64.2001 *et seq.*

Attached to this certification is an accompanying statement explaining how the company's procedures insure that the company is in compliance with the requirements set forth in § 64.2001 *et seq.* of the Commission's rules:

The company has not taken any actions (proceedings instituted or petitions filed by a company at either state commissions, the court system, or at the Commission) against data brokers in the past year.

The company has not received any customer complaints in the past year concerning the unauthorized release of CPNI.

Signed:   
Lyle E. Leimkuhler, Secretary

Accompanying Statement  
To 2007 CPNI Annual Certification  
NPG Digital Phone, Inc.

NPG Digital Phone, Inc. (the “Company”) does not use, disclose or permit access to customer proprietary network information (“CPNI”) except as permitted under 47 U.S.C. § 222 or except as otherwise required by law. Following is a brief explanation of the procedures that the Company employs.

**Use of CPNI**

The Company does not use, disclose, or permit access to CPNI to market to a customer service offerings that are within a category of service to which the customer does not already subscribe from the Company, unless the Company has customer approval to do so. The Company may, however, use, disclose or permit access to CPNI for the purpose of providing or marketing service offerings among the categories of service (i.e. local, interexchange, etc.) to which the customer already subscribes from the Company, without customer approval.

**Release of CPNI**

The Company does not disclose CPNI or a customer’s call detail information to anyone outside of the Company without the customer’s permission. The Company uses the following procedures to respond to customer inquiries regarding CPNI and call detail information:

**1. *Telephone Inquiries***

If a customer makes a telephone inquiry to the Company and requests a release of call detail information, the Company will only release such information in the following three circumstances: (a) the Company sends the requested call detail information to the customer’s address of record; (b) the Company calls the customer’s telephone number of record; or (c) the customer provides the Company with a pre-established password.

**2. *On-Line Inquiries***

The Company does not provide online access to any CPNI until the customer requesting such access provides a password that has been established by the customer without the use of readily available biographical information or account information.

**3. *Inquiries at the Company’s Retail Location***

The Company provides customers with access to CPNI at the Company’s retail location(s) only if the customer presents a valid photo ID and the valid photo ID matches the name on the account.

**Customer Service Issues**

If a customer calls the Company regarding service/billing disputes and questions, the Company will proceed with its routine customer care procedures if the customer is able to provide

the Company all of the call detail information necessary to address a customer service issue (i.e., the number, the telephone number called, when it was called, and if applicable the amount charged for the call). However, the Company does not disclose to the customer any call detail information about the customer's account, other than the call detail information that the customer provides, without the customer first providing a password or complying with the CPNI rules.

### **Company Policies**

The Company employs a variety of internal and external operating procedures to ensure compliance with the CPNI regulations. Such procedures include:

1. Providing a copy of the Company's CPNI policy to employees.
2. Training and discipline of the Company's employees regarding the Company's CPNI policy.
3. The publication on the Company's affiliate's website of a privacy policy governing the use and disclosure of personally identifiable information, including CPNI.
4. Physical and software based security systems limiting employee access to customer information, including CPNI.
5. The maintenance of records of those occasions when CPNI is released to third parties.

### **Notice of Unauthorized Disclosure of CPNI**

The Company has procedures in place to notify law enforcement of a breach of its customers' CPNI no later than seven (7) business days after a reasonable determination of a breach, by sending an electronic notification through a central reporting facility to the United States Secret Service (USSS) and the Federal Bureau of Investigation (FBI) via [www.fcc.gov/eb/cpni](http://www.fcc.gov/eb/cpni). The Company also has procedures in place to notify the customer after seven (7) business days following notification to the USSS and the FBI, so long as the USSS and the FBI have not requested that the Company continue to postpone disclosure.

### **Preventing Unauthorized Access**

The Company takes steps to protect its CPNI databases from hackers and other unauthorized attempts by third parties to access CPNI, including network encryption.

The Company has no information to report with respect to the processes pretexters are using to attempt to access CPNI of the Company's customers.